

ORIGINAL



0000127621

Antonio Gill

From: Larry and Edith [leje]
Sent: Wednesday, July 1
To: Newman-Web; Bur
Subject: Agua Fria District

Arizona American Water
W-01303A-10-0448
In Opposition

We urge you, as commissioners, to say no to the proposed increase that is requested by Arizona American Water. Asking for a hike that is equal to an 80% increase is unreasonable and unfair to the residents of Sun City West and the residents of Surprise, Arizona. At a time when we are getting bombarded by the threats of tax increases, seeing grocery and gas prices continually fluctuating, and paychecks decreasing because of the current economic issues, one more hike is one too many.

It seems that the public is at the whim of any and every utility company that decides they have lower profits than expected. Don't we all! It is time to say no! As residents, we have no other choices on where we can get our water so that puts all the residents at the mercy of American Water. The water hike will not just affect the water bills. It will then cause the HOA's, which are already unreasonably priced in some areas, to have an excuse to increase their rates as well. A rate increase has a long-term and a boomerang effect -- and the effect is not positive.

As retirees in Surprise, Arizona, we are on a fixed income depending only on a pension. We are sure there are many more in our same situation. We cannot afford increases of this substantial amount. The only way we have available to us to fight the increase is to hope that the commissioners will use their best judgment and vote for what helps everyone, not just American Water.

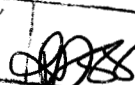
Thank you

Larry and Edith Jenkins

Surprise, AZ

Arizona Corporation Commission
DOCKETED

JUL 19 2011

DOCKETED BY 

AZ CORP COMMISSION
DOCKET CONTROL

2011 JUL 19 P 2:28

RECEIVED

Antonio Gill

From: Gregory Cash [gcash10@msn.com]
Sent: Monday, July 18, 2011 2:01 PM
To: Pierce-Web
Subject: Docket No. W-01303A-10-0448

Paul Newman, Commissioner
Arizona Corporation Commission
Commissioners Wing
1200 West Washington
Phoenix, AZ 85007-2996

RE: Docket Number W-01303A-10-0448

Commissioner:

Just a quick note to express our concern regarding the proposed 80 percent rate increase on the behalf of Arizona American Water in the Agua Fria water district. As a retired couple, living on a fixed income, we find this proposal to be not only excessive, but a major threat to our living standard. Not only will we see an increase in our monthly water bill, but we will also experience an increase in our homeowners association dues. Please consider our situation, as well as all of the young couples struggling with the economy here in Surprise, when this item comes before you for consideration.

Yours truly,

Gregory Cash

Surprise Arizona

Antonio Gill

From: Bob Dahl [rjdahl@cox.net]
Sent: Monday, July 18, 2011 11:42 AM
To: Pierce-Web
Subject: proposed water rate hike

Dear Mr. Pierce:

As a resident of Surprise, AZ. I'm **opposed** to the proposed water rate hike proposal from Arizona American Water presented to the Arizona Corporation Commission.

I'm retired and on a fixed income and feel the **proposed outrageous increase** would be unfair to all residents and put a strain on those of us on a fixed income.

In addition to concerns over the size of the increase and the possible ineffectiveness of Arizona American's notification efforts, I urge the Commission to hold at least

On additional public hearing on the impact to Surprise residents and HOA's.

I urge you to **vote against** this increase.

Thank you for your consideration.

Sincerely,

Robert Dahl

Surprise, AZ. 85374

Antonio Gill

From: Jack FRENCH [navyspaddriver@yahoo.com]
Sent: Monday, July 18, 2011 12:06 PM
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web
Subject: Water rate increase`

Subject: Water rate increase`

Dear Commisssioners,

We of HAPPY TRAILS did not know about the proposed water increases and we were certainly not aware that we were in the Aqua Fria district. Our monthly responsibility is mandated through our HOA "group system".

We are not at all in favor of including the relatively new White Tanks Plant in the "Asset Base" either. This automatic inclusion is not up to the usual high standards of local governing procedures and will reflect upon my personal voting decisions of the immediate future as it applies to Water Commisssioners etc.

Also what has happened to our water? It is very hard ---which effects our bodies when we bathe, or shampoo our hair and the dishes that come out of the dishwasher are very cloudy..Not good!!!

We understand that the usual wells that service our resort have been secured for some unknown reason of temporary nature, and we are being supplied from the White Tanks facility...

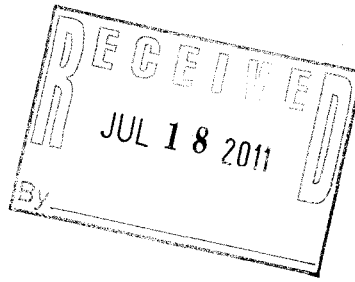
We are appalled as to what has happened and know by bringing this matter to your attention, it can be resolved in a resonable and timely fashion.

Thank you in advance

Commander Jack T. French. USN (Ret)

Surprise AZ 85374

Arizona Corporation Commission
Commissioners Wing
1200 West Washington
Phoenix, Az. 85007-2996



July 15, 2011

Dear Commissioners;

Re:Docket No. W-01303A-10-0448 Az American Water Rate Increase

As a retired person living on a fixed income, I wish to complain about the way this proposed increase has been handled.

There was no notification given me about this proposal, until my HomeOwnersAssn. notified me of the action.

I had no idea that I lived in the Agua Fria Water District, so anything published about them would have had no interest to me.

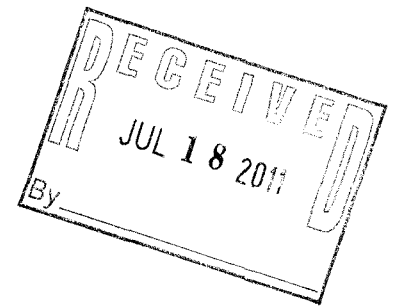
How they can justify an 80% increase is idiotic and ridiculous.

Please investigate and have them come to their senses.



Bruce W Rossio

Surprise, Az.



July 10, 2011

Arizona Corporation Commission
Commissioners Wing
1200 West Washington
Phoenix, AZ 85007-2996

Dear Commissioners:

Please consider this input for your August 17 meeting regarding Arizona American Water rate increases. The information I read estimated that the increase would average more than \$25 dollars a month on our bills. I am a senior living on Social Security and a small pension. I cannot afford a \$25 increase in my monthly bills. I'm sure there are others in my position. Please consider whether or not Arizona American really needs this large an increase. If they really need it, please consider some kind of relief for us seniors.

Thank you for your kind consideration.

Sincerely,

A handwritten signature in cursive script that reads "Faye Guerrero".

Faye Guerrero

Surprise, AZ 85374

Antonio Gill

From: Lynn Mayfield [nsandre@gvtc.com]
Sent: Wednesday, July 13, 2011 9:00 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: American Water increase

Dear Commissioners,

I have recently found out of Arizona American Water's plan to hike rates 82% for the HOA's and homeowners in Surprise, Arizona.

This comes as an absolute shock as a fairly new resident- I thoroughly called the water company several times before I purchased my home in Surprise and asked about water prices and historical bills in regards to the property- it was never mentioned that such a water treatment plant had been built and that prices could escalate some day in the future. I believe the plant was started in 2002- so they knew about it when I bought the house in 2010.

I realize that prices over time/years do increase for services and products- and in the scheme of a normal economic era, it's to be expected. However with the economy as precarious as it is (especially in Phoenix metro area) and now with the state of Social Security payments perhaps being held up, it's a very scary prospect for MANY homeowners.

We already pay a higher price for water in Surprise because of the fact that American Water is a private company. I think it is ridiculous and grossly unfair and negligent to pass this huge increase in price off on the homeowners and HOA's. While it may save millions of gallons of groundwater, it's going to dry up most people's bank account.

This proposed increase will only make selling a home even worse than it already is. Especially those of us with a pool- right now I'm thinking of filling mine with dirt. Something that should be a good selling point, will now be a huge detriment. I don't think a utility/service company has the right to decide to double the price of a necessary service because THEY decided to build a new treatment plant. They should've thought about how it would be paid for before building it. I realize the economy has factored into this decision- at the time I believe they thought that new home building and water hookups would pay for it, but now that that has went bust, they want to just pass it on off to the consumer and that is fundamentally wrong in MANY ways. WE the homeowners and HOA's in Surprise shouldn't have to pay for this plant with such a HUGE increase.

This very much affects the lives and finances of ALL of us. It will also affect the city of Surprise in a very negative way. Businesses won't want to come here and probably a lot will leave. We don't have much out here anyways, so to discourage business is BAD all around.

I hope everyone will consider and really think about how this will negatively affect our lives and our city with this proposed huge increase. Please do not vote this increase in- water in Surprise needs to stay affordable for EVERYONE.

Sincerely,

A Lynn Mayfield
resident of Surprise

Antonio Gill

From: Lynn Mayfield [nsandre@gvvc.com]
Sent: Thursday, July 14, 2011 10:38 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: More suggestions for water rate hike

Dear Commissioners,

Just some more thoughts in regards to the proposed 82% hike for water in Surprise:

Instead of jacking up home owner, business owner and HOA rates, why doesn't the city consider taxes?

They could implement a 2% food tax- not ideal, but better than a huge bill increase.

Implement a further liquor and cigarette tax.

Tax these snow geese that come down here and spend 4-6 months driving on our roads, clogging our streets and resources. When I moved here I had NO job, no kids in school, was not registered to vote in the state, and had not been here but a couple of months, when someone turned me in to the city and they started sending me letters to get my car registered or they'd start ticketing me! The law states that you can be here for 7 months without having to register your car providing you're not working, don't have kids in school, etc.

So why not tax the snow geese? All these people that hook up at RV parks- or rent apartments/houses- they should be forced to register as temp residents and pay taxes like we do. It would help the streets and the economy. They have the best of both worlds- no commitments and no taxes. In fact all of Phoenix should do that. They should pay a vehicle tax and a residents tax.

It would add MILLIONS to the coffers during the few months they're here.

Some things to think about.

Sincerely,

A Lynn Mayfield
Surprise resident

Antonio Gill

From: ukusapj@cox.net
Sent: Thursday, July 14, 2011 10:49 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: AZ American Water Rate Hike... OPPOSED!

Good morning,

I wanted to write to you in regards to the rate hike proposed by Arizona American Water. I am a resident of Surprise who will be directly affected by any increase. I'm a single homeowner whose water bill each month has been at the minimum rate since I moved to the community - my bills have been exactly the same every month and I haven't paid more than \$63 since last Summer.

A \$25 increase may not seem like a lot to most households, but if rates go up by \$25, my bill will increase by 40%.

How fair is it for ONE person in ONE house to pay \$90 for ONE MONTH of water?! I have financial issues just like everyone else!

Please help me and my community and DO NOT approve such a large increase! There has to be another way!

Thank you for your time and consideration, Philippa Hughes Surprise Resident

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From: Tcgp87@aol.com
Date: Tue, 12 Jul 2011 19:45:55 -0400 (EDT)
Subject: Council focuses on utility rate case
To: tcgp87@aol.com

Council focuses on utility rate case - Your West Valley News: Surprise _
(<http://www.yourwestvalley.com/>)

Council focuses on utility rate case

STAFF REPORT | Posted: Monday, July 11, 2011 9:20 am The Surprise City Council is concerned about Arizona American Water's rate hike, which, if approved, would increase rates by more than 80 percent to a number of Surprise households, including those in Sun City Grand. Arizona American Water Co. is requesting the Arizona Corporation Commission, which regulates utility rates throughout the state, to approve the increase throughout the Agua Fria district that includes Sun City Grand and other parts of Surprise. If corporation commissioners approve the proposal, Agua Fria district residents could see their monthly bills rise by almost \$25. The increase in average residential customer bills, using 7,000 gallons of water a month, would be an estimated \$24.62, or about 82 cents a day. City staff estimate 24,751 Arizona American residential customers in Surprise would be affected by the rate hike.

"This will also increase the irrigation costs subdivision HOAs pay for maintenance of community parks and landscaped areas," Bob Beckley, Surprise's public works director, said in a prepared statement.

Arizona American officials said the \$20.8 million increase will fund critical infrastructure replacements and improvements made between 2007 and 2010.

For customers in the district, the increase also includes costs for the new White Tanks Treatment Facility, which was completed last year.

"The additional revenue is vital to treat more than 13 million gallons of surface water a day at the White Tanks Water Treatment Plant. Although not yet being charged in water rates, the community is already benefitting from this plant that saves billions of gallons of groundwater per year," Joni McGlothlin, Arizona American spokeswoman, said in an email.

"In addition to this project, operating costs for this district have increased by more than 37 percent since the last rate case in 2007. This is largely due to sizeable increases in the cost of labor, fuel, power and purchased water."

Meanwhile, Surprise City Council members' concern centers on the notion that residents may not be aware of the pending rate increase since notifications mailed by Arizona American stated the increase affects the Agua Fria Water District.

While the district is the private water company's designation for service areas encompassing most of Surprise, council members said many residents are unaware of this since Arizona American water bills rarely make mention of it.

At its June 30 meeting, the City Council directed staff to encourage residents to learn about the rate increase and contact the Arizona Corporation Commission to make their feelings known. The City Council also directed city staff to prepare a letter and resolution to the ACC expressing concerns.

In addition to concerns over the size of the rate increase and Arizona American's notification efforts, council members are urging the ACC to conduct at least one additional public hearing on the impact to Surprise residents.

The City Council intends to act on the letter and resolution at its next regular meeting, which is Aug. 9.

The Arizona Corporation Commission plans an Aug. 17 public hearing on the proposed rate increase.

Customers can express their comments to the Arizona Corporation Commission in advance of the public hearing via the ACC's website, www.azcc.gov.

The affected area represents virtually all of Surprise, except for roughly the southeastern quadrant of the city, according to a city news release.=====

Antonio Gill

From: JOHN RIDNOUR [tinknockera@yahoo.com]
Sent: Thursday, July 14, 2011 11:48 AM
To: Pierce-Web
Subject: water rate increase (A Very Big Mistake)

Please do not let the American Water Co. increase the water rate. In time of people losing there homes, out of work and living just above the poverty level. American water want to increase there water rate, to a absurd level. Most people are just holding on now and they want more, sorry, ALOT more money for the same service. This is ridiculous.. Big company's ask for more money, it's granted. Please think about the home owner. I worry, if I am going to have a job tom morrow, whether I can meet my bills, How I am going to feed my family. Most of Us are barely hold on to what we have. This increase will send alot of people, over the edge. PLEASE DO NOT LET THIS INCREASE GO THROUGH, PLEASE. T

Thank you for listening

A worried home owner.

P.S. There should be another meeting, to let the public voice there outrage and there should be more effort to notify the masses of this ridiculous increase of our rates. Do not let the Water Co. sneak this in.

 **John & Cindy** 

Antonio Gill

From: Jon Elston [jkelston@msn.com]
Sent: Thursday, July 14, 2011 6:57 PM
To: Pierce-Web
Subject: Water Rate Increase

I am very concerned about the pending water rate increase in Surprise AZ. If this has to happen, and I hope it doesn't, please make sure the increase is on water consumption and not an increase in the "base rate fee". In fact I would like to see the "base rate fees" reduced and base the "cost of water service" on "water usage". This would encourage "water conservation".

Thank you for your consideration.

Jon Elston

Surprise AZ

Antonio Gill

From: Bob Velner [bvelner04@gmail.com]
Sent: Friday, July 15, 2011 7:52 AM
To: Pierce-Web
Subject: water rate increase Docket W-0130A-10-0448

We were never notified of a potential water rate increase. Is there a public hearing on this? I am told this could raise my water bill by \$25.00 and my association dues by \$6.00 per month.

My social security will not cover this. If this increase has to happen could it be spread out over a 5-7 year period.

Thank you for your time Bob Velner

Antonio Gill

From: Robert Blank [Bob.Blank@cox.net]
Sent: Friday, July 15, 2011 8:14 AM
To: newman-web@azzcc.gov; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Docket No. W-01303A-10-0448

Commissions,

My name is Bob Blank. I live part time in Arizona Traditions and the remaining time in Omaha, NE. I was informed by our home owners association that the Arizona Corporation Commission will be considering a rate increase for our personal water use proposed by Arizona-American Water.

I am writing this letter in response to the proposed 80% increase. Apparently, the American Water proposed this extremely high rate increase several months back in which our homeowner's association (Arizona Traditions) were just now informed.

My wife and I are retired and live on a fixed income. I am sure you can imagine the burden an 80% rate increase will put on personal budget not to mention the retirement center we live in. We would not only be charged extremely high charges for our person water use, there it is pretty certain that we would also see a higher increase in our HOA dues.

Beings we were not notified to attend a public meeting to hear from Arizona American Water, I would like to request a public hearing on this issue.

I believe an 80% increase will put a huge burden put on all of the people in the community. I can not imagine what would constitute an 80% increase in our water rates . We are in very difficult times as it is and this proposal would only make matters worse for those on a fixed incomes and all other families in the community.

We purchased our Arizona Winter home approximately two years ago and have enjoyed staying in Arizona during the Winter months. It is unfortunate that while we are gone during the Summer months we still have monthly services to pay for that are used sparingly. We decided that this is an expense that we have to pay to stay in the area during the Winter months and we are willing to continue doing so. If the proposed rate increase goes through we will have to consider if keeping this home in AZ is worth the expense.

I appreciate you taking time to read my comments and I hope the commissioners will make a decision that will beneficial for all parties involved.

Best regards,

Robert Blank

Surprise,

Antonio Gill

From: Trish Towery [trishtowery@hotmail.com]
Sent: Friday, July 15, 2011 9:49 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Arizona American Water's rate increase

Hello,

My name is Patricia Towery and I am a resident of Surprise Arizona. I was given information regarding the proposed 80% rate increase by Arizona American Water. I am appalled at the amount of this increase!

Can you tell me ACC is going to do to insure this type of overstated increase does not occur? What is ACC doing to negotiate a much lower rate increase by Arizona American Water?

As a resident in a State where we are already facing a terrible economy, this type of increase could force even more homeowners to abandon their homes. A situation that is already out of control! Not to mention, this type of increase will raise HOA fees and ultimately deter people from moving into Surprise or force people to move out of Surprise due to the high price of water.

Any information you can provide would be well received!

Thank You

Patricia Towery

Surprise AZ 85388

Council focuses on utility rate case - Your West Valley News: Surprise

Council focuses on utility rate case

STAFF REPORT | Posted: Monday, July 11, 2011 9:20 am

The Surprise City Council is concerned about Arizona American Water's rate hike, which, if approved, would increase rates by more than 80 percent to a number of Surprise households, including those in Sun City Grand.

Arizona American Water Co. is requesting the Arizona Corporation Commission, which regulates utility rates throughout the state, to approve the increase throughout the Agua Fria district that includes Sun City Grand and other parts of Surprise.

If corporation commissioners approve the proposal, Agua Fria district residents could see their monthly bills rise by almost \$25. The increase in average residential customer bills, using 7,000 gallons of water a month, would be an estimated \$24.62, or about 82 cents a day.

City staff estimate 24,751 Arizona American residential customers in Surprise would be affected by the rate hike.

"This will also increase the irrigation costs subdivision HOAs pay for maintenance of community parks and landscaped areas," Bob Beckley, Surprise's public works director, said in a prepared statement.

Arizona American officials said the \$20.8 million increase will fund critical infrastructure replacements and improvements made between 2007 and 2010.

For customers in the district, the increase also includes costs for the new White Tanks Treatment Facility, which was completed last year.

"The additional revenue is vital to treat more than 13 million gallons of surface water a day at the White Tanks Water Treatment Plant. Although not yet being charged in water rates, the community is already benefitting from this plant that

saves billions of gallons of groundwater per year," Joni McGlothlin, Arizona American spokeswoman, said in an email. "In addition to this project, operating costs for this district have increased by more than 37 percent since the last rate case in 2007. This is largely due to sizeable increases in the cost of labor, fuel, power and purchased water." Meanwhile, Surprise City Council members' concern centers on the notion that residents may not be aware of the pending rate increase since notifications mailed by Arizona American stated the increase affects the Agua Fria Water District. While the district is the private water company's designation for service areas encompassing most of Surprise, council members said many residents are unaware of this since Arizona American water bills rarely make mention of it. At its June 30 meeting, the City Council directed staff to encourage residents to learn about the rate increase and contact the Arizona Corporation Commission to make their feelings known. The City Council also directed city staff to prepare a letter and resolution to the ACC expressing concerns. In addition to concerns over the size of the rate increase and Arizona American's notification efforts, council members are urging the ACC to conduct at least one additional public hearing on the impact to Surprise residents. The City Council intends to act on the letter and resolution at its next regular meeting, which is Aug. 9. The Arizona Corporation Commission plans an Aug. 17 public hearing on the proposed rate increase. Customers can express their comments to the Arizona Corporation Commission in advance of the public hearing via the ACC's website, www.azcc.gov. The affected area represents virtually all of Surprise, except for roughly the southeastern quadrant of the city, according to a city news release.

Antonio Gill

From: Robin Schultz [rascas1439@yahoo.com]
Sent: Friday, July 15, 2011 9:55 AM
To: Pierce-Web
Subject: Arizona American Water Rate Increase for Surprise, AZ

Dear Chairman Pierce,

My wife and I are writing to you to see if you can help intercede on behalf of the residences of Surprise, AZ. Arizona American Water is planning on an outrageous 80% rate increase that we were never told about until this week. It was brought to our attention by our HOA.

This is the docket number:
W-01303A-10-0448

The timing of their proposed rate increase is horrible. We are in the midst of a severe recession and an unprecedented real estate market collapse. The extra financial burden this will be on their customers' will have a severe impact on this growing city.

My wife and I live in the 55+ community called Arizona Traditions. The rate increase will not only effect our monthly water rate but it will increase our HOA fees. We are on a fixed income and at some point this increase combined with other bills could put us **OUT OF OUR HOME**. We just purchased this home in February of this year. We were **NEVER TOLD** that we were in the Agua Fria Water District when we purchased our home and would be a part of a possible rate increase in the near future.

Obviously, no time, is a good time for a rate increase. But to ask for such a significant increase at this particular time is almost heartless on their part. Our voices can only be heard with your help. Please don't let money and greed be another factor for a needless rate increase on an already burdened community. We know from your work with the community that you can help us with this situation.

Thank you in advance for your attention to this matter. Whatever you can do will be greatly appreciated.

Sincerely,
Robin and Carol Schultz

Surprise, AZ

Antonio Gill

From: bob samson [rmslin2@cableone.net]
Sent: Friday, July 15, 2011 10:28 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Raising water rates in the Aqua Fria Water District

Dear Commissioners, One knows how many hard decisions you have to make over rates in Arizona but I guess it is the job of every utility to try and get more and more from its customers. We live in Arizona Traditions, which is I would say a mid-income retirement community. We are not a wealthy community and try to live within our means without being too extravagant.

I was told that we were not notified of any public hearings by Arizona Water for this very large increase and only thru my homeowners association. That in itself should raise red flags with the Commission. We are all on fixed incomes with very little hope of banks or financial institutions raising their interest rates to help improve our financial status. If this rate increase goes thru it will affect our homeowners dues as well.

A small increase would seem fair, but not one at approximately 80%. I know companies always ask higher rates just so you will approve approximately half of what they are asking for but the economy is not good for building and I cannot see them needing more lines or new construction at this time to justify such a large increase.

Please, also consider the needs of the working man as well as their salaries as jobs are very hard to find and families everywhere are struggling to stay afloat without the addition of this large increase.

Yours truly,

Robert & Linda Samson

Surprise, AZ

Arizona residents since 1971.

July 15, 2011

Arizona Corporation Commission
Commissioners Wing
1200 West Washington
Phoenix, Az. 85007-2996

Dear Commissioners;

Re:Docket No. W-01303A-10-0448 Az American Water Rate Increase

As a retired person living on a fixed income, I wish to complain about the way this proposed increase has been handled.

There was no notification given me about this proposal, until my HomeOwnersAssn. notified me of the action.

I had no idea that I lived in the Agua Fria Water District, so anything published about them would have had no interest to me.

How they can justify an 80% increase is idiotic and ridiculous.

Please investigate and have them come to their senses.



Bruce W Rossio

Surprise, Az.

Antonio Gill

From: Richard Riedel [kactusdude@q.com]
Sent: Friday, July 15, 2011 7:57 PM
To: Pierce-Web
Subject: American Water Increase

Dear Sirs:

When will enough be enough. American Water just received a nice 20-50% rate increase last year, depending upon where you live. Now they have sold the company to another entity, and they are back looking for another healthy increase for Surprise and surrounding cities. Come on, if the company was in bad financial straights they shouldn't have bought it. I am retired and as you know we haven't had much in last two years looking for our rate increase. When will someone step up and tell these folks NO! are the tax mules the only ones who always loose.

Do your job and tell these bozos NO, make it work like your water customers have any other choice in their options for water.

Thanks for listening.

Respectfully,

Richard Riedel

Antonio Gill

From: Brian Wieber [bmwieber78@gmail.com]
Sent: Friday, July 15, 2011 10:28 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Arizona American Water Rate Hike

Commissioners and Chairman,

I am a resident of Surprise and have lived here for 4 years. I am completely against the 82% rate hike proposed by Arizona American Water. With this rate hike my bill during the summer would increase by nearly 56\$ and by at least 40 dollars during the winter. This rate hike would make my water bill more than a hundred dollars a month. Eliminating money I use to support local businesses. This hike would also increase my HOA fees causing a greater loss of income for living in the City of Surprise. I urge each of you to vote down this measure and will be keeping track this matter.

Brian Wieber

Surprise AZ

Antonio Gill

Sent: Friday, July 15, 2011 11:27 PM
To: Pierce-Web; "newman-web@azcc.gov"; "burns-web@azcc.gov"; "stump-web@azcc.gov"; "kennedy-web@azcc.gov"
Subject: Docket No. W-01303A-10-0448 Arizona American Water

July 15, 2011

Dear Commissioners:

I am writing this email in regard to the recent filing of Docket No. W-01303A-10-0448 in the matter of the 80% rate request by Arizona American Water.

My wife and I are both retired and living on a fixed income. With the continuing increases in fuel, electricity, food and other necessities, it is rather shocking to now be looking at an 80% increase in our water bill. I am not familiar with the financial condition of Arizona American Water but I am surprised that conditions all of a sudden are so severe that an 80% increase is now required. I would think a well managed company would be monitoring its financial statements and would recognize downward trends that may require corrective action more frequently and on smaller scale. I would urge the commission to carefully scrutinize the financial records of Arizona American Water and determine if the current financial situation was created by factors beyond the control of Arizona American Water or whether there were other factors that could have alleviated the need for such a large increase at this time.

I have not been notified or contacted by Arizona American Water regarding this proposed rate increase. My wife and I learned about the proposed rate hike through the Arizona Tradition's Home Owners Association. The proposed rate increase by Arizona American Water not only affects our personal bill but will increase the Association's water bill by approximately \$130,000 annually which will correspondingly increase our HOA fees.

My wife and I implore the commission to thoroughly review the proposed 80% rate filing by Arizona American Water and demand a complete accounting of the financial condition of the company including wages and benefits to its top executives. An 80% water rate increase is unacceptable at this time.

Thank you for you time and consideration of the above comments.

Sincerely,

Allan & Linda Yost

Surprise, Arizona

Antonio Gill

From: md2az@cox.net
Sent: Saturday, July 16, 2011 10:46 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Docket No. W-01303A-10-0448, Rate Increase by Arizona-American

Dear Commissioners: Please consider our comments when you make a decision on the rate increase requested by Arizona-American. We are seniors who live on a fixed income and do not have opportunities to increase our income. This rate increase would be a tremendous burden on an already stretched income. The increase, 80%, is a mind-boggling amount.

Why have we not been informed on the pending rate increase when it was originally applied for? Why have we not been given an opportunity to reply and give our side of how this increase will affect our lives?

It is our understanding that the HOA's in the area have not been given an opportunity to address this proposed increase. Why not? This is another area where our income will be impacted -- an increase in our HOA dues.

Although we read the paper and try to keep up with news impacting our area (and our pension), we were not aware that we were in the district which would be affected by this increase. That might be an oversight on our part but we do not believe that Arizona-American has been fair to their customers in not including in their monthly bill a notice about the proposed increase. A simple note included with our monthly bill (which they manage to send out on time) would have been appreciated.

Please consider our concerns and the concerns of all our neighbors who are in the same situation. Your attention to this matter is appreciated.

Sincerely,

Thomas and Patricia Howard (Arizona Traditions)

Antonio Gill

From: Jim Ford [jford39@cox.net]
Sent: Saturday, July 16, 2011 10:51 AM
To: Pierce-Web
Subject: American Water Corp.

I don't see how you and the rest of the commission can entertain the kind of rate increase in this economic climate this corporation is requesting.

James Ford

Surprise, AZ

Antonio Gill

From: CPeter9793@aol.com
Sent: Saturday, July 16, 2011 1:11 PM
To: Pierce-Web
Subject: Docket No. W-01303A-10-0448

Re: Docket No. W-01303A-10-0448

Commissioner Gary Pierce,

I want to express my concern regarding the proposed Arizona American Water rate increase. If I had not received this information via my homeowners association I would have been denied the opportunity to voice my displeasure. I don't have the option to shop for water elsewhere therefore, I rely on the Arizona Corporation Commission to consider and protect the consumer from being treated unfairly. Arizona American Water clearly understands the consumer will be devastated by an 80% rate increase and would prefer that we learn of any and all increases after the hike has been approved.

I was never told or provided with a map by Arizona American Water showing that my water district was the Agua Fria Water District and therefore any communications or articles that referenced an increase in the Agua Fria Water District would not have alerted me that I personally may experience a rate increase.

I am retired on a fixed income as are many Surprise homeowners. The increase will not only affect my utility bill, but also that of my homeowners association. And as you know those increased rates will be passed along to me via homeowners association dues.

I would like to see public hearings on this issue. Who requests an 80% increase? I would like to hear why AAW is going after this outrageous rate hike when we are in the middle of an economic slump.

Sincerely,

Carol Petersen

Surprise, AZ

Dear Commissioner

Reference: Docket No. W-01303A-10-0448

We recently learned that our water provider will be requesting an increase in our monthly rate of approximately 80%. Since we live in an HOA (Arizona Traditions in Surprise) the rate will also affect our monthly dues estimated to be \$6.00 per month. We became aware of the increase through our HOA Community Update advising us of a meeting with our city councilman to discuss the issue. For the record, our councilman also knew very little concerning the proposed rate increase request except rumors he heard and, to his credit, did not divulge them.

We have lived in our current home for over 13 years. We plan for and accept increases as a way of life, but the proposed escalation is unfair. For the company to even consider such a shocking increase is despicable. Furthermore, this has to be the best kept secret since the Manhattan Project. An organization that conducts business in this manner, especially being a monopoly and serving the public, needs to be scrutinized. Incidentally, the company's published motto is "At American Water, our customers are our number one priority."

As our elected representative, we implore you to deny any rate increase to Arizona American Water.

Thanking you in advanced for your consideration, we are,

Sincerely,

Joseph H and Linda R Evans

Surprise, AZ 85374

Antonio Gill

From: jmvaneynde@cox.net
Sent: Saturday, July 16, 2011 7:10 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: AZ American Water Rate Hike

The AZ American Water proposed rate hike, reference Docket No. W-01303A-10-0448, seems to be ready to be slipped into the consumer's utility bill without adequate notification. An article I caught in the Republic newspaper mentioned that Surprise falls into the area that will be hit with an 80% increase in the average water bill. Our HOA for Arizona Traditions has also warned us of this issue, which will impact the HOA expenses as well. My understanding of the issue is that the AZ American Water company originally intended for the improvement project to be paid by impact fees from new construction, but when the economy tanked, the work continued and now the present consumers must pay for it.

Obviously someone must now pay for it, but should it fall on the present consumers all at once, or can it be financed over a much longer term to give the economy a chance to come back and spread out the expense over a larger group as intended? Either way, we are just now learning of this issue, so adequate notification to Surprise residents has not been achieved. Please do not allow such a huge utility increase to be implemented now. Those of us on fixed incomes cannot easily absorb such an increase all at once.

Thank you for your consideration in this matter.

Sincerely,

Gerald Van Eynde

Surprise, AZ

Antonio Gill

From: Prudence ZuZero [rnpzuzero@cox.net]
Sent: Sunday, July 17, 2011 11:20 AM
To: Pierce-Web

Dear Mr. Pierce:

I thank you for taking your time to hear my concern about the pending 60% to 80% rate increase. I never received a notice from the above water company that this possible increase was pending. I heard about this pending increase from my homeowner's association.

Please, take into consideration this increase will affect, in a negative way, many of us who are now retired and on a fixed income. Coming from a corporate environment, I understand the need for increases; however, this above type of increase, in my humble opinion, is out-of-line especially with what is happening to our economy.

We, the voting public, depend on you and are hoping you will understand our position and NOT allow such a hefty increase to take place.

**Sincerely,
Prudence ZuZero**

Antonio Gill

From: joan French [blondebridger@yahoo.com]
Sent: Sunday, July 17, 2011 6:13 PM
To: Newman-Web; Burns-Web; Pierce-Web; Kennedy-Web
Subject: Water increase

Dear Commisssioners,

We did not know about the proposed water increase and we were certainly not aware that we were in the Aqua Fria district.

Also what has happened to our water? It is very hard which effects our bodies when we bathe, shampoo our hair and the dishes that come out of the dishwasher are very cloudy..

We do not liker wehat has happened in our district. Know you can help us.

Thank you.

Joan French

Surprise AZ

Antonio Gill

From: Joe Vulpi [jvulpi@q.com]
Sent: Monday, July 18, 2011 8:50 AM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: AZ American Water Rate Hike Request- Docket # W-01303A-10-0448

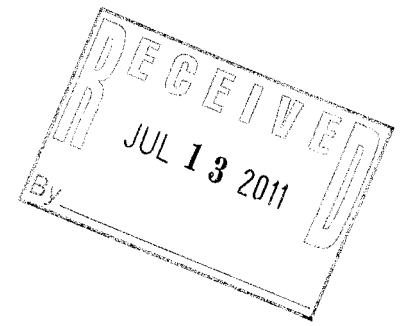
Commissioners,

AZ American Water is requesting a rate increase of 80%. I believe that this rate increase is WAY OVERBOARD!!!!!! My wife and I live in Arizona Traditions a 55 and over community. We are on a fixed income and this increase is CRAZY. We presently pay \$55.00 a month for water and a 80% increase will bring it to \$99.00, are they OUT OF THEIR MINDS????? Because this company handles the most precious commodity that we have in the valley (water) they think that they can charge whatever they want and people will pay. Do they realize how this is going to affect thousands of seniors living in the affected area? I am writing you all in the hope that you will NOT approve this request. I must say the we have not received any communication from AZ American Water regarding this rate increase request, we were informed of it from our homeowners association. Speaking of our association, they will also need to increase our maintenance to pay the additional costs associated with this increase. I hope that you will have public hearings on this rate increase request so that we will be able to voice our frustration with this company over this matter. In this economy and with so many people unemployed, do you think that this request for a 80% increase is merited? I hope not.

Joseph Vulpi, Deborah Vulpi
AZ Traditions residents

July 11, 2011

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007



Attention: Kristin K. Mayes

Re: Docket No. W-01303A10-0448

Dear Ms. Mayes:

I recently became aware of the LARGE increase in water rates from Arizona American Water Company.

WHOA! How did this happen and why such a large increase? I do not recall receiving any type of notice. When was it supposedly sent out? If I did I would not have known I was in the Agua Fria Water District.

I think AZ-AM (Arizona American) should take care of their present problems first. I live in Crystal Springs Estates (177th Ave. & Northern). We have no water pressure especially in the afternoons, the quality of the water keeps going downhill and is very hard and at times the water is not clear and the taste is awful. They are not providing us with quality water. When was the last time the lines were purged? Their website states that their customers are their No. 1 priority. If we were our complaints would have been resolved but they have not been.

From what I was told they are wanting or have already started building a new water treatment plant using CAP canal water. From what I understand they were going to use the fees from new home hook-ups but with the decline in the economy that evidently isn't possible at this time. This is fine and good but why punish the existing homeowners with an increase in water rates to pay for this? Why make us pay for their lack of foresight? Us existing homeowners have already paid our hook-up fees as they were calculated in the price of our homes. They should look to their investors as most companies do or use some of their profits. AZ-AM is the largest investor-owned water company in the US. A lot of homeowners were hit by the economy plunge but they had to suck-it-up and go on with their lives even though they went thru foreclosure and lost their homes and are now having to start over. Maybe its time AZ-AM sucks it up and moves forward but not at the expense of the homeowners.

I believe this case needs to be reopened and some open meetings held in this area so the homeowners will have their voices heard.

Please let me know of any further developments.

Sincerely,


Darlene Brillhart

Antonio Gill

From: Paul Henning [revphenning@gmail.com]
Sent: Tuesday, July 12, 2011 7:13 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Water rate increase?

Arizona Corporation Commission

I am a Surprise Arizona resident and am concerned about the upcoming public hearing on August 17th regarding Arizona American Water's request to increase utility rates by as much as 82.89%. I am opposed to such steep increase. Such a large increase would possibly reflect mismanagement or ineptness on the part of Arizona American Water. As a resident of Surprise Arizona I earnestly implore you to deny such an outlandish request.

As a corporate manager myself, I cannot imagine asking my superiors for an 82.89% raise in pay, or telling our customers we will be raising our cost 82.89%. I would highly suggest that Arizona American Water rethink their request and reevaluate the way they are doing business.

Paul Henning

Antonio Gill

From: Betty Mills [bettymills1@cox.net]
Sent: Wednesday, July 13, 2011 10:03 AM
To: Pierce-Web
Subject: Subsidies

Stop government subsidies; then you won' have to agree to rate increases!

You subsidize solar then allow foreign competition in solar in the state. How does that work?

Betty Mills

*America is great because she is good.
If she ever ceases to be good
she will cease to be great.
Alexis deTocquville*

Antonio Gill

From: Margo Fishel [mlfishel@msn.com]
Sent: Wednesday, July 13, 2011 1:16 PM
To: Newman-Web; Kennedy-Web; Burns-Web; Pierce-Web; Stump-Web
Subject: AAW rate increase

I am concerned about the large increase AAW is asking for. An average increase of almost 80% is not realistic.

I know that rates do go up and I am willing to support an increase but not 82+%! I am in the process of purchasing my winter home in Surprise and already own a rental in Surprise. I have recommended Surprise to several of my friends and they are actively looking in the area. But if they here of that large an increase for AAW I am sure they will be searching in other areas.

Please consider the increase carefully.

Sincerely
Margo Fishel

Antonio Gill

From: Jim Pruka [jpsjoint@cox.net]
Sent: Wednesday, July 13, 2011 2:38 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: Water Rate Increase for Aqua Fria Customers

We reside in the above referenced water district & have been advised that an increase of 82% is being requested. My average bill is now \$46.75. If the increase proposed is permitted my bill will increase by \$39.74 to \$86.49. This is an increase that should NOT be permitted to be put into effect. NO company should be permitted to raise rates by 82%. We are living on a fixed income and did NOT get a raise in our Social Security in the last two years yet our living costs continue to increase. Where is the end?

Have the people running the Aqua Fria Water District and Arizona American Water, including the CEO, Jeff Sterba & any other "bigwigs" had their salaries frozen or even reduced? I doubt it very much. Shareholders have seen their dividend increase by over 200% in the last two years.

It's about time to put the welfare of the customers on the front burner and the shareholders on the back burner.

**LET'S DENY THIS RATE INCREASE OR AT THE VERY LEAST KEEP IT
AT 5 OR 10%! We can live with that.**

Jim & Carole Pruka

Surprise, AZ

Antonio Gill

From: Pendegraft, James [Jim.Pendegraft@Honeywell.com]
Sent: Wednesday, July 13, 2011 11:25 AM
To: Pierce-Web
Subject: AZ American Water

Have heard of a proposed rate increase by Arizona American water for my area and want to express my concern over a proposed 82% hike in my rates. My current water bill is usually at least 25 to 50 % MORE than my electric bill and I think there rates are already too high.

Antonio Gill

From: Donald Wibbens [dwibbens@usfamily.net]
Sent: Wednesday, July 13, 2011 11:28 AM
To: Pierce-Web
Cc: p.rahkola@azthoa.com
Subject: American Water Rate Increase Request

Gary Pierce & Commissioners,

I am Donald Wibbens and I reside at
a retirement community on West Bell Ave.

This is located in Arizona Traditions ,

I was shocked to hear that American Water is requesting an 80% increase in water rates in the Aqua Fria Water District in Surprise. I am on a fixed income, as are all residence in the AZ Traditions community, and this kind of financial management of a public utility is appalling. If a grocery store increased their prices by 80%, we would go to a different grocery store. In this case we don't have a choice and should not be at the mercy of a monopoly. Hopefully your Commission will protect the public from fiscal mismanagement.

This increase will not only affect our utility bills, but will increase our home owners association bills as well. Hopefully it doesn't affect our Wastewater charges also!

We should be given a full explanation of this rate increase request. If it is due to putting in new facilities for new developments, the new developments should bare the cost that raises the overall average cost of the service. The general public should not be subsidizing developer's profits. If the utility made a bad deal with the developers they should be penalized, not the general public.

If this additional cost is benefitting all customers, then there should be an extended amortization period to cushion the blow; after all, who can just increase their prices by 80% and still have customers? I hope the commission lets American Water know that they can't either.

Donald Wibbens

Antonio Gill

From: jjjmej@gmail.com
Sent: Wednesday, July 13, 2011 12:40 PM
To: Newman-Web; burns-web@acc.gov; Pierce-Web; stump-web@acc.gov; kennedy-web@acc.gov
Subject: surprise az water rate hike

I would like to let you know that I think an 80% or higher rate hike is totally unacceptable.

James Janezick

Antonio Gill

From: Jane Cohen [jjacmac3@cox.net]
Sent: Wednesday, July 13, 2011 3:23 PM
To: Newman-Web; Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: AZ American Water Rate Increase

Dear Commissioners,

I am a resident in Sun City Grand on a fixed income and the rate increase the water department is proposing is exceptionally high. I would appreciate if you could at least hold a meeting for all the residents and HOA's that would be affected by this increase so you could hear our comments.

Sincerely,

Jane Cohen

Surprise, AZ 85374

Antonio Gill

From: Jill Walters [mwalters30@cox.net]
Sent: Tuesday, July 12, 2011 10:15 AM
To: Pierce-Web
Subject: Proposed Rate Hike

Dear Mr. Pierce,

I am writing to express my grave concern over the proposed AZ American Water rate hike for the Aqua Fria district. The proposed rate hike would increase the average family's bill by over 82% per month. As you are well aware, the AZ economy is one of the hardest hit in the recent recession. The state, and it's citizens, are still struggling on a daily basis to recover from the effects of the economical downturn. To increase our monthly water bill by an average of \$25.13 would put additional strain on those of us still trying to keep our heads above water. While AZ American Water's need to cover higher expenses (and thus increase cost) is understandable, the amount of the proposed hike is egregious. I implore you to consider the needs of your citizens & families in the Aqua Fria water district and deny this request. Thank you for your time.

Sincerely,
Melody Walters
Surprise, AZ

Antonio Gill

From: Huffman, Cindy [CHuffman@steptoe.com]
Sent: Tuesday, July 12, 2011 11:52 AM
To: Pierce-Web
Subject: AZ American Water

I understand that Arizona American Water has requested a rate increase of more than 80% for the Surprise area. That is completely outrageous, and cannot possibly be justified for any utility company. The current state of the economy makes it particularly poor timing for them to demonstrate that sort of greed. Surprise also has a large retiree population, and imposing that kind of rate hike for folks trying to get by on a fixed income is unconscionable. Please don't let them get away with it!

Cindy Huffman

Surprise, Arizona

Antonio Gill

From: SONJA LEDIN [redsonja53@msn.com]
Sent: Monday, July 11, 2011 3:06 PM
To: Pierce-Web
Subject: proposed water hike by AZ AMER WATER

MR PIERCE,

I HAVE ALSO E-MAILED MR NEWMAN IN CASE SOMEONE'S ON VACATION,

I hope you are the correct person to contact----if not would you please steer me to the correct person---it would be appreciated.

Az American Water (whom I believe has or will be purchased by a Canadian co. EPCOR) wants to raise water rates about 83% a

month.

This is obviously exorbitant. Can you tell me as a new citizen of Surprise what I can do to help stop this. I don't mind an increase

but 83% is too much. Can we stop them from RAISING IT this much and what can I do? Thank you

Sonja Ledin

Can the Surprise paper run this so everyone can see it?

Antonio Gill

From: snooks2 [snooks2@frontiernet.net]
Sent: Monday, July 11, 2011 3:15 PM
To: Newman-Web
Cc: Burns-Web; Pierce-Web; Stump-Web; Kennedy-Web
Subject: rate hike hearing

Since I cannot be there in person for the Aug. 17th hearing on the water company request for increase, I am relaying my objections to this ridiculously high tax hike request. As a former business owner, and as owner of various properties in various states, I fully realize that costs do go up and that rates might need to be increased \$2 or \$3 a month. But the requested 80% + that you are to consider should be laughed about and thrown out quickly. Perhaps the water company should look within and pare back if they truly believe they need such a high monthly increase to pay for whatever it is they feel they need the increase for. The customers shouldn't be the ones to carry the complete burden. When you consider the number of customers involved, a max of \$3 a month from each should be sufficient. Anything else should come from inside the company in cost cutting.

Thank you for listening,

Shirley Wasco
Winter Surprise, AZ resident
Permanent resident in Libby, MT

Antonio Gill

From: Michael Soloke [msoloke@yahoo.com]
Sent: Monday, July 11, 2011 11:50 AM
To: Pierce-Web
Subject: Arizona Water

Mr. Pierce,

I am a resident of Arizona Traditions in Surprise. It is my understanding that the Arizona Water Board is requesting a 82% rate increase, well I personally would like to see my salary increased by 82%. It was just not very long ago we received a notice tat Arizona water was increasing our monthly bill based upo the size of service pipe coming into our homes. 3/4 of an inch pipe was set at one monthly fee and 1 inch was set at anouth. Pretty soon they will begin charging a fes based on the number of feet from the well head.

I emplore you and other members of the council to vote "NO" tothis request. This type of increase is extremely too much. Thank you for taking the time to read my request.

Michael Soloke
Arizona Traditions Resident
Surprise, Arizona